Web*Agent*

Web-based Motor Vehicle Registration and Titling

County Administrator

Reference Guide

February 2012

Texas Department *of* **Motor Vehicles**

Table of Contents

1   Introduction

This guide will introduce you to WebAgent, the Remote Sticker Printing System (RSPS) replacement. This internet based program can be accessed from any internet ready computer.

As you move through WebAgent you will notice the end results are the same as for RSPS. They both generate registration renewal stickers and process batches. However, the processes are much simpler and faster. We'll step through the processes to help you be prepared and confident in moving forward.

This guide will be very valuable as your Tax Assessor-Collector's office is implemented and you begin utilizing WebAgent. You will find icons placed throughout the guide to draw your attention to specific details or provide additional resources. The icons and their meanings are listed below. As changes are made, we will update this guide. It is recommended that anyone working with WebAgent take time to review this guide.

Help can be obtained by referring to this guide, checking on-line help, or through your TxDMV Regional Services Representative.
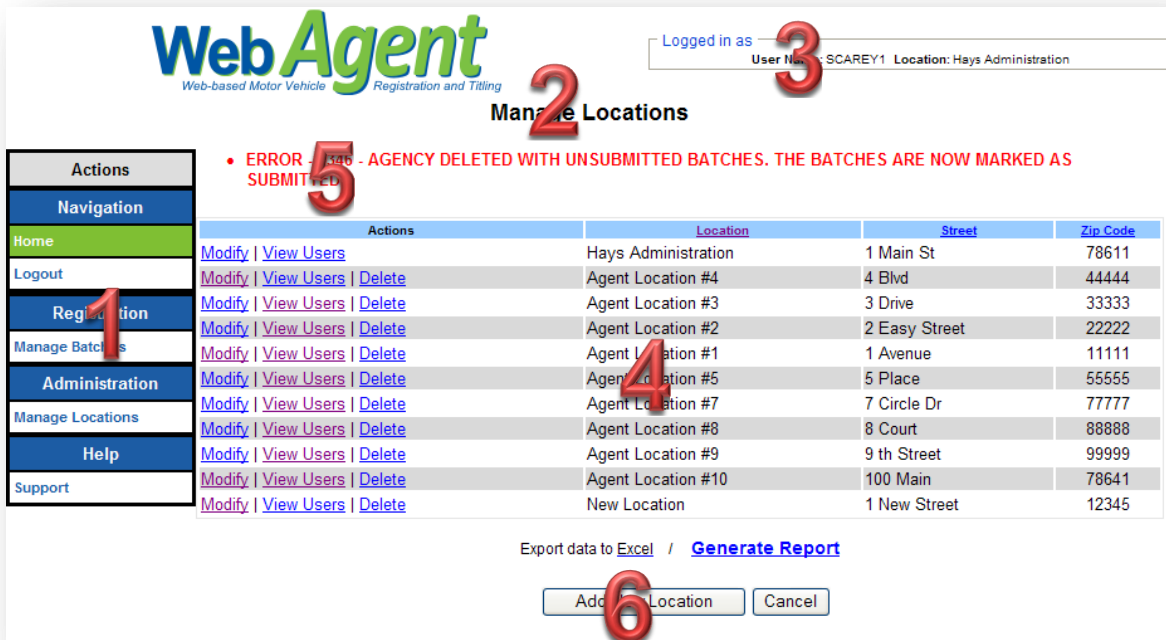

Welcome to WebAgent!

Must Know - These notes are of high interest to ensure WebAgent is performing as intended

Job Aids - One page documents developed for a specific process to be used as a reference

1.1   The WebAgent Page Layout

Each section of the WebAgent page has unique information. We'll take a look at the page as a whole, and then a closer look at the Actions menu.

1	*Actions Menu* – Alike actions are grouped together. If a user has access to an action it will be listed.
2	*Page Name* – Lets you know what page you are looking at. Some pages are very similar, but are different processes.
3	*Logged in as* – Identifies your Username and Location.
4	*Page Data Window* – Provides specific information needed to complete your task.
5	*Error Messages* – Messages will be in red and located within the data window.
6	*Action Buttons* – Located at the bottom of a WebAgent page, and differ according to WebAgent page and the user's authorized actions.

1.2 The Actions Menu

The WebAgent Actions menu can be accessed from any page in WebAgent. You can navigate to any area in the application. At any time you can jump from one action to another. As the County Administrator you will have limited access to WebAgent end-user functions.

As the TAC Administrator you have been designated as the person responsible for setting up locations and assigning and setting up their Administrator. You'll have access to that location to modify the location or the users at that location.

Here are the four main categories:

Actions
Navigation
Home
Logout
Registration
Manage Batches
Administration
Manage Locations
Help
Support

1 **Navigation** Returns you to the Home page or takes you to the Logout page. All WebAgent users will see these two navigation buttons.

2 **Registration** Contains the pages necessary for you to process batches.

3 **Administration** As the County Administrator, you will be the only one to see "Manage Locations". Other users will see "My Locations".

4 **Help** Provides access to additional resources.

2 Roles and Responsibilities

Your County Administration Location profile (information) will already be set up. The basic information has been pre-loaded by TxDMV with you assigned as the Administrator. You will need to create Agent Locations and assign their Administrator.

Not all actions are authorized for all users. The WebAgent Actions menu displays only the actions available to the user according to the Authorized Actions they are assigned. All actions are authorized for administrators, while some actions cannot be assigned to users. There may be more than one administrator assigned to a location, with the intent of constant administrator availability despite individual schedules.

The following table compares the actions that are assigned to you as the County Administrator, and the different actions available to be assigned to your users.

Actions Menus for
Different Users

2.1 Authorized Actions for Agent Administrator & Agent Users

Authorized Actions for User Roles	Registration Renewals	Reprint Renewals	Void Renewals	View Batches	Approve Batches	Manage Users	Manage User Locations	Reports
Administrator	X	X	X	X	X	X	X	X
User	X	X	X	X		X		X

2.2 Authorized Actions Detailed Descriptions
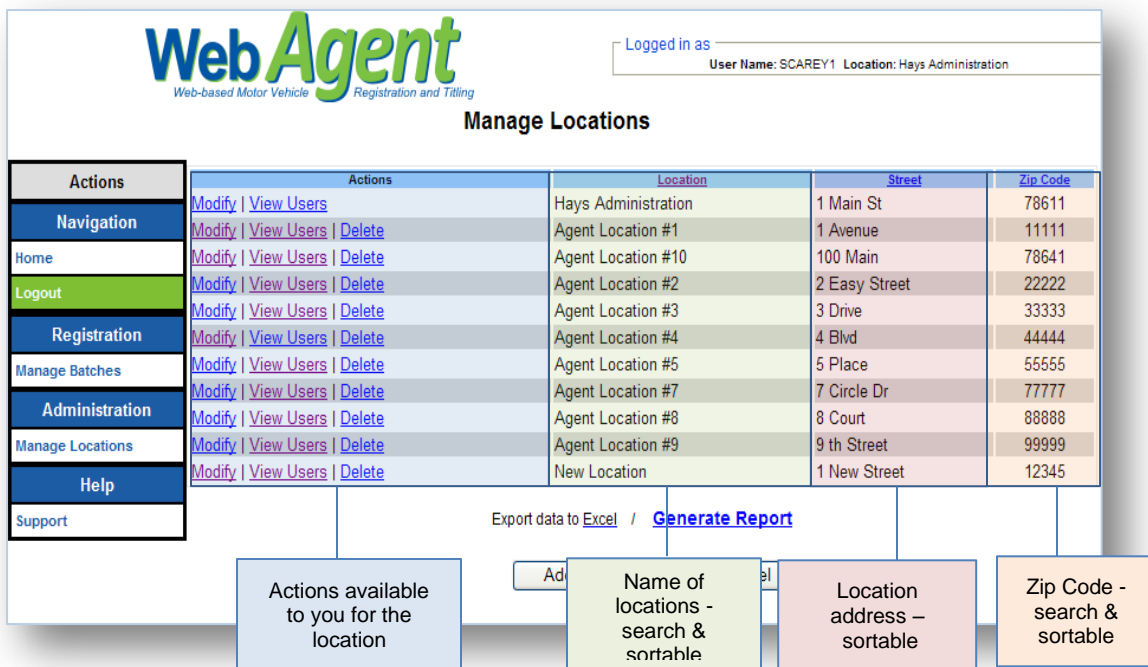
Renew Registrations	Assigns a user the ability to process and print renewal registrations. This action can be assigned to a user and they will only have the ability to renew registrations. In order to have access to reprint or void renewals, those actions will also need to be assigned.
Reprint Renewals	Allows reprinting to be an option on the "Renewal Complete" page. With this action, the reprint can take place while still on the Renewal Complete page. This is only available when assigned in combination with Renew Registrations. Note: If you do not assign the user authorization to Reprint, the action can be done through Manage Batches. This will require access to batches and is covered more in Manage Batches, Section 9.

Void Renewals	When access to "Void" is assigned to the user, the void option is available on the "Renewal Complete" page. This option is only available when combined with Renew Registrations. Note: If you do not assign the user authorization to void, the action must be done through Manage Batches. This will require access to batches and is covered more in Manage Batches, Section 9.
View Batch	Allows the user to see the batch status and how many renewals, reprints, and voids are included, at all levels. The View Batch action does not allow the user to make changes to the batch or submit it. Section 8 has more information on viewing batches.
Submit Batch	Enables the user to submit the batch for approval. This action is always authorized together with View Batch.
Manage Users	Administrators have access to all user information. This includes: 1. Adding New Users 2. Deleting/Removing Users 3. Changing User Details (modifying user contact information) 4. Changes to the User's Authorized Actions
Manage Locations	Enables you, as the County Administrator, access to all Locations.
Reports	Reports can be viewed and printed in PDF or Excel formats. Reports include: 1. Users – List of users by location 2. Batches – List of batches and batch details

3 Setting up Agent Locations

The County Administrator is the only user with the ability to add locations for the county and agents. After setting up the new location you will also need to set up the Administrator for that location. They will be responsible for adding their users, and for their location information which contains the contact information.

[The Location Page](#)

The Manage Locations page displays all locations that submit batches to your county.
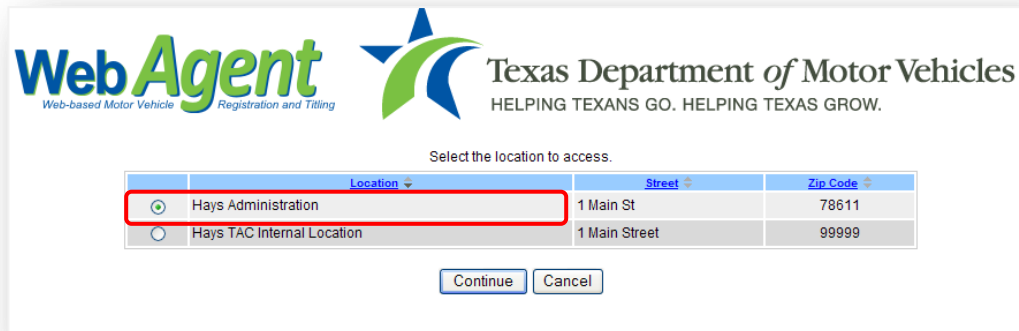
Job Aids - County Tax Assessor-Collector Adding an Agent Location

3.1   Creating the New Location

Follow the steps below to set up a new location. If you are an Administrator on multiple locations, the first step in this process will be to select the County Administrator Location from your list of locations. This is the Location that will allow you to Add Locations and Add Users to the Locations.

Click on your County "Administration" location. If you are assigned to more than the administration default location, you will be taken to the "Select the location to access" page. The location you select will be named in the "Logged in as" box on every page.

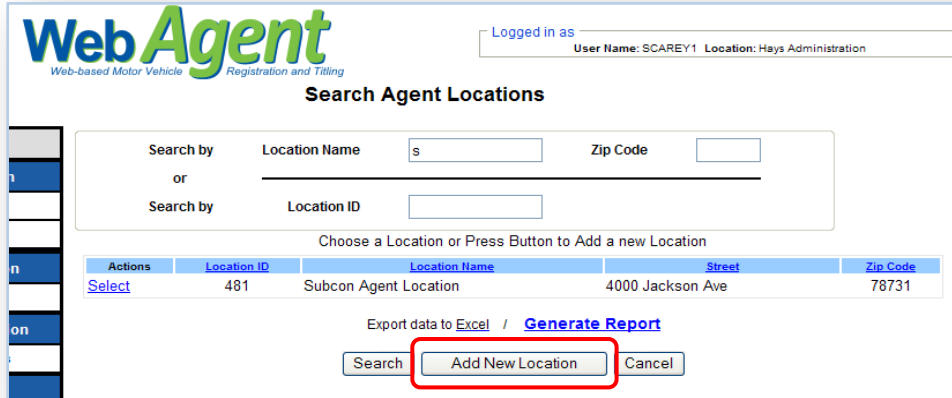*List of Locations where you are Administrator*

Step 1. Select "Manage Locations" from the Actions menu.

Step 2. Click "Add New Location".

> Before adding a new location, you're required to search for an existing location to prevent creating a duplicate. This can also be used to keep the naming format consistent by checking other locations. For example store names can be added as 1,2,3 or 1-2-3, or 1 2 3. Spaces and symbols need to be exact to pull up a match or use very little of the name to search on.

Step 3. Perform a search on the Location Name with at least one character or search by Zip Code, which requires an exact match. Click "Search" to find any existing locations. Matches will be returned in a list. If no matches are

found you will get the message: " ERROR – NO LOCATION WAS FOUND FOR THE CRITERIA ENTERED".
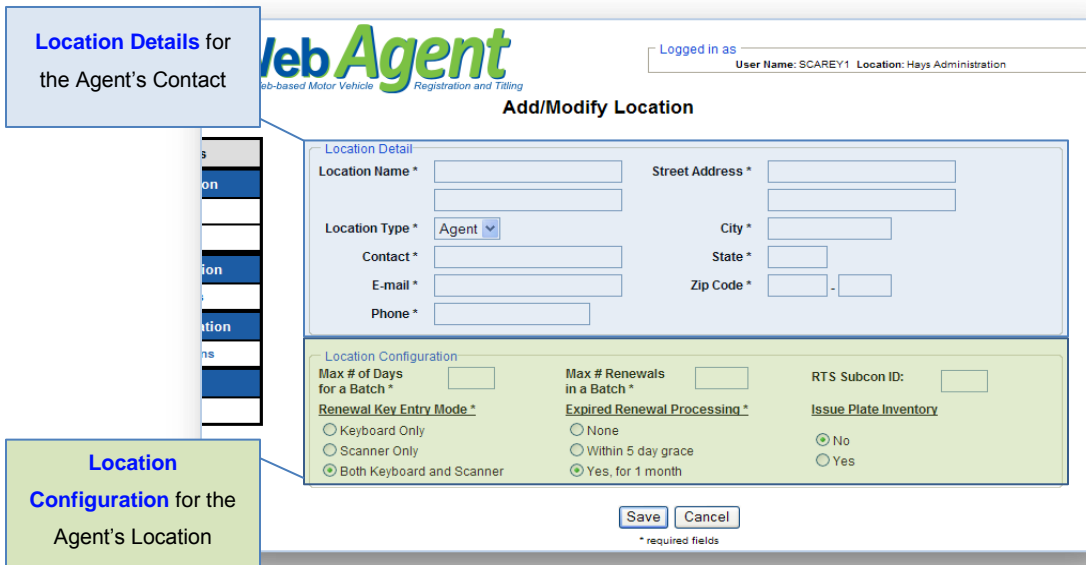
Step 4. Click "Add New Location". The Add/Modify Location page opens.

Step 5. Complete the "Location Details":

- Location Name - used to locate the Agent in searches.
- Location Type - "Agent" for Subcontractor or "TAC"' for the Internal County Locations only.
- Contact – the contact person you want to assign responsibility for communication through WebAgent.

Step 6. Complete the "Location Configuration" information:

Batch requirements for the location determine when batches will automatically close. The batches can be submitted at any time, but cannot exceed the defaults set by the county for the Agent.

- "Maximum number of days to submit" - limits batches to a range of one to seven days, with 1 being daily and 7 being weekly.

- "Maximum number of renewals to submit" – 1000.

- "Renewal Key Entry Mode" - Select the processing method: "Scanner", "Keyboard", or "Both".

- "Expired Renewal Processing" - Time period assigned to the location.

- "RTS Subcon ID" - This is the ID number captured in RTS. (Enter only if location will be issuing inventory)

- "Issue Plate Inventory" - Defaults to "No". If the Location will be issuing plates, click "Yes". Use the RTS Subcon ID to tie the systems together. By entering the Subcontractor's ID from RTS you'll be able to allocate inventory to this location.

You can assign any number to the two locations as long as they are the same. *You* must *have the same number in both systems to track plate inventory.*

Step 7. Click "Save".

3.2   Deleting a Location

Just as the County Administrator is the only user who can add locations, you are also the only user who can delete locations.

Several things take place as soon as the location is deleted.

- Any un-submitted batches are automatically submitted.

- All users with authorized actions for this location will be disabled. If the user is also authorized at another location, that location's authorized actions for the user will not be changed.
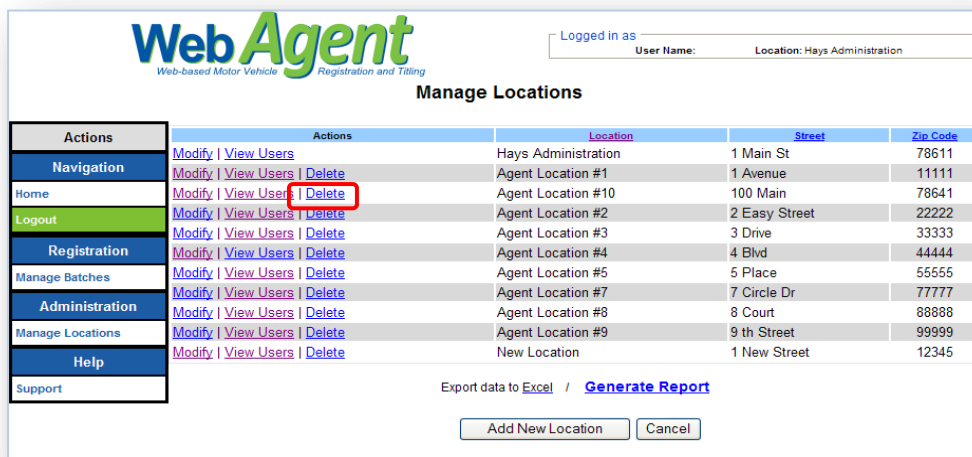
The following steps outline your process:

Step 1. Select "Manage Locations" from the Actions menu.

Step 2. Determine the location you want to delete. Under the Actions column click "Delete".

Step 3. Confirm your decision by clicking "Yes".

The "deleted" location will disappear on the Manage Locations page. No other users will be able to access the location. If the location needs to be reactivated, follow the steps for Adding a Location found in Section 3.1.

Manage Location Page

4 Adding the Agent Administrator to the Location

After setting up the Agent Location, you will need to add the Agent Administrator for that location. The Agent Administrator will be responsible for setting up the other users, including assigning and managing their Authorized Actions for their Location.

Job Aids - County Tax Assessor-Collector Adding a User to an Agent Location
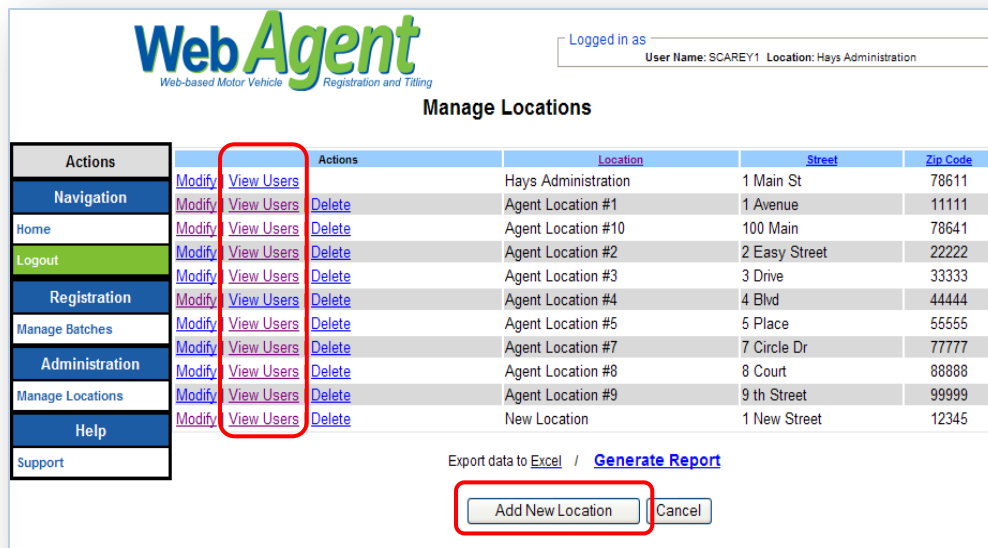
4.2 Add a New User

To add the Administrator for the location, you will be accessing the location from the Manage Locations option on the Actions List.

Step 1. Click "Manage Locations" from the Actions menu.

Step 2. From the list of locations, click "View Users" for the location. This will open the list of users for that location. If this is a new Location there will be no users, so WebAgent will bring up the WebAgent User Search page.
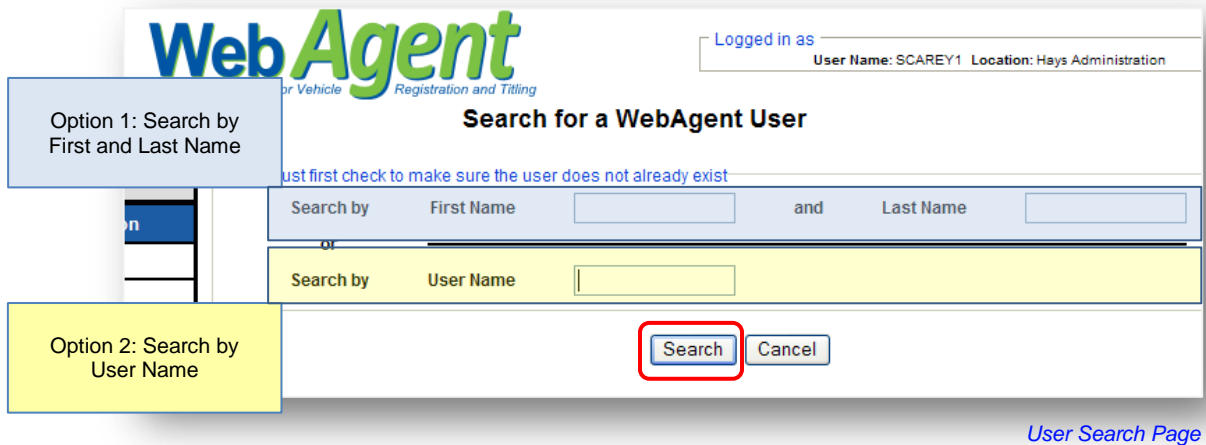

Manage Locations Page

Step 3. Before you can add a new user to a location (new or existing) you are required to conduct a search to ensure the user does not already exist.

There are two ways to search for a user.

1) Using first and last name - minimum of one letter in both fields, *or*

2) Username – requires an exact match.

Option 1: Search by First and Last Name

Option 2: Search by User Name
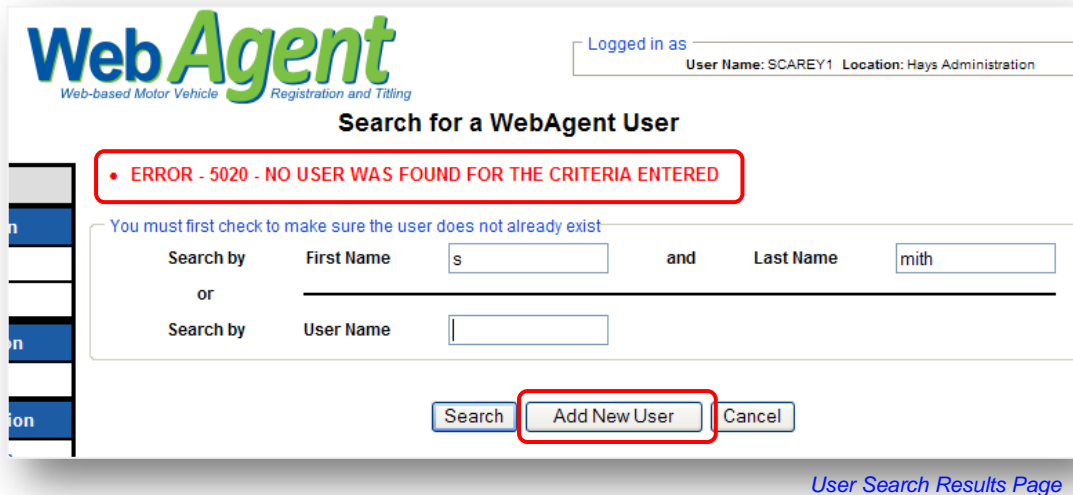
User Search Page

Click "Search".

If existing users match your criteria, they will be listed on the bottom of the Search page. This will be covered in the next sub-section.

After conducting your search, **if a user does not exist**, you will receive an error message:

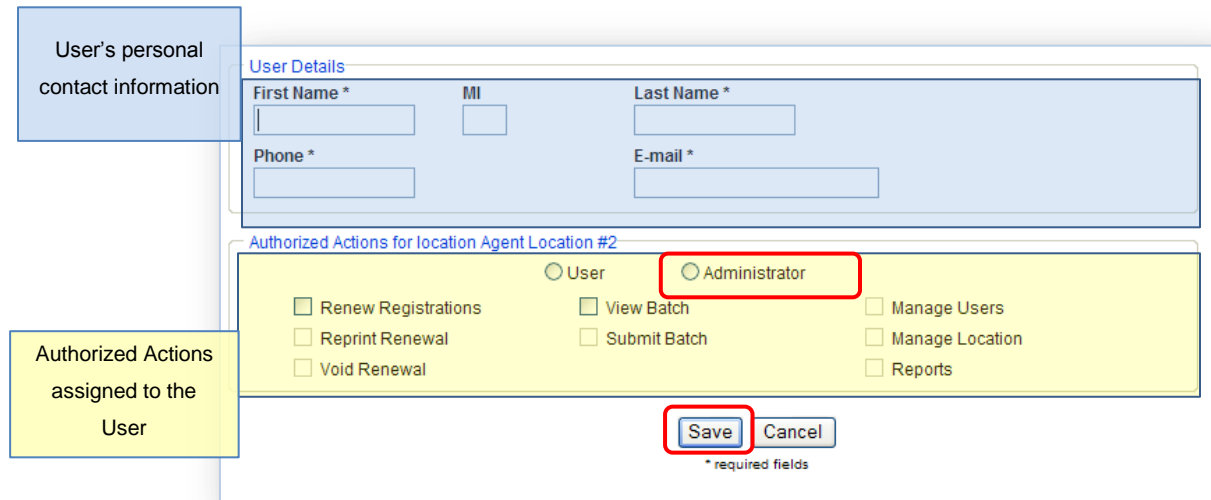● ERROR – NO USER WAS FOUND FOR THE CRITERIA ENTERED

User Search Results Page

Step 4. Click "Add New User".

Step 5. On the Add/Modify User page enter the user's information.

Step 6. Since this is the Administrator for the new location, click the radio button next to "Administrator" to assign authorized actions to the new user.

WebAgent relies on this e-mail address to send the new user their

User's personal contact information

User Details

First Name *

MI

Last Name *

Phone *

E-mail *

Authorized Actions assigned to the User

Authorized Actions for location Agent Location #2

○ User   ○ Administrator

☐ Renew Registrations   ☐ View Batch   ☐ Manage Users
☐ Reprint Renewal   ☐ Submit Batch   ☐ Manage Location
☐ Void Renewal   ☐ Reports

Save   Cancel

* required fields

Add User Page

Username, temporary password, and instructions to access WebAgent.

Step 7. Click "Save" to add the user.

4.3 Add an Existing User to a Location

If a user was found as a result of the search performed in Step 4 above, you can easily add that user to another location. Any changes to their User Details and Authorized Actions will be for this location only. In other words, if the user exists at another location their Authorized Actions will not be changed for that location. Authorized Actions are unique to the location. It is possible for a user to be added to multiple locations with different Authorized Actions at each one.

User Search Results Page

To see other locations where the user has authorized actions, click "View Locations".

Once you have decided to add this user to your location follow the steps below.

Step 1. Click "Select" under the Actions column. You will be taken to the Add/Modify User page.

Step 2. Select their Authorized Actions. Click "Save".

5 Viewing and Modifying Users

As the County Administrator, you are able to view all users at all locations within your county. If you are an Administrator on multiple locations, the first step in this process will be to select the County Administrator Location from your list of locations.

Click on your County "Administration" location. You will be taken to the "Select the location to access" page. The location you select will be named in the "Logged in as" box on every page.
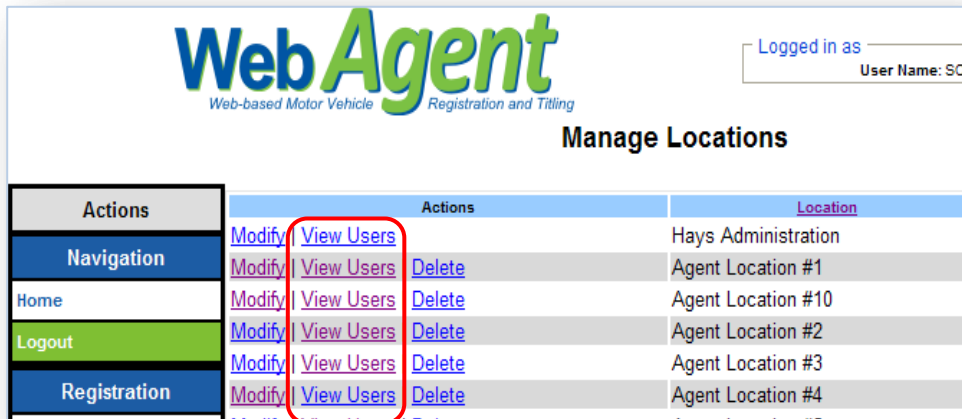
List of Locations where you are Administrator

To view or modify users, begin on the WebAgent Home page.

Step 1. Click "Manage Locations" from the Actions menu.   *Manage Locations Page*

Step 2. From the list of locations, click "View Users" beside the name of the location.

This will open the list of users for the location.

Manage Users

Authorized Users - Agent Location #9

Actions	User ID	User Name	Name	User Type
Modify | Delete	363	SAGENT1	Secret Agent	Administrator
Modify | Delete	183	SDOO	Agent Three	User

Export data to Excel / **Generate Report**

[Add New User]   [Cancel]

Manage Users Page

Step 3. Click "Modify" in the Actions column.

Add / Modify User

User Details for SAGENT1

First Name *	MI	Last Name *	User Name
Secret		Agent	SAGENT1

Phone *	E-mail *
9999999999	sandra.carey@txdmv.gov

Authorized Actions for SAGENT1 for location Agent Location #10

○ User   ○ Administrator

☐ Renew Registrations   ☐ View Batch   ☐ Manage Users
☐ Reprint Renewal   ☐ Submit Batch   ☐ Manage Location
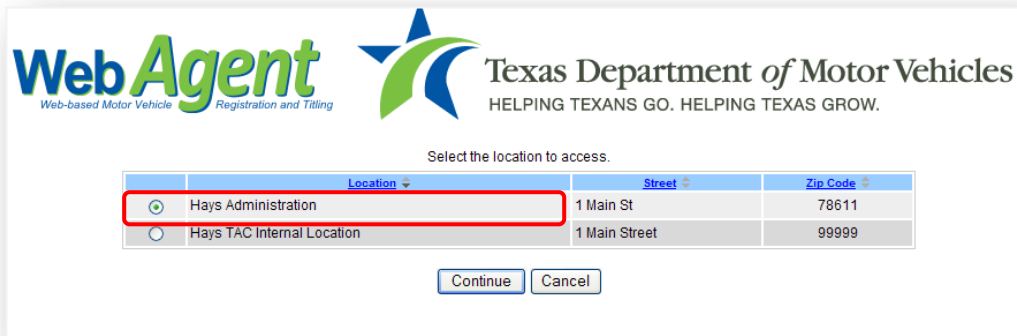☐ Void Renewal   ☐ Reports

[Save] [Cancel]

* required fields

User Information Page

Step 4. Update the User Details if needed.

Step 5. User's Authorized Access can be modified. Make appropriate changes.
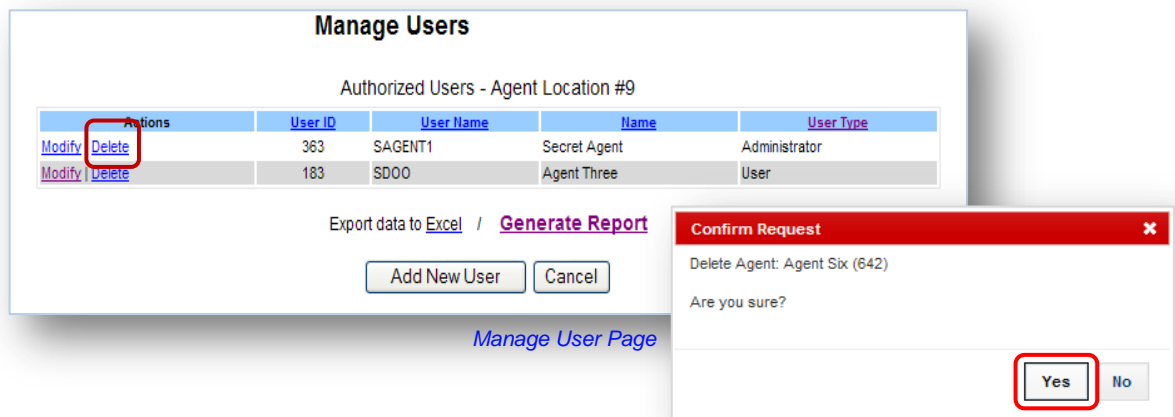
Step 6. Click "Save".

Job Aids - How to Add a New User/Modifying and Deleting Users

6 Deleting Users

When users no longer require access to WebAgent, they can be deleted. This action is only available to users with administrator access, so you must be logged in to the County Administration Location. Access the user by clicking on the "View Users" link from the list of locations on the Manage Locations page. See Section 5 to modify a user.

Removing a user will prevent them from accessing WebAgent. They are still located in WebAgent databases for tracking transactions, but will not show on your list of Users.

If a user is active at more than one location, be careful to delete them from the correct location. Deleting a user at one location will only remove them from that one location.

Manage User Page

To delete a user:

Step 1. Click "Delete" in the Actions column beside the user on the location's Manage Users page.

Step 2. Confirm your request by clicking "Yes".

A user can be reactivated by following the "Adding a New User" process.

Job Aids - How to Add a New User/Modifying and Deleting Users

7 Registration Renewals

You, as County Tax Assessor/Collector will determine the method to use to process registration renewals.

There are three options:

1. Scanning with the handheld barcode scanner.

2. Entering data by keyboard.

3. A combination of scanner and keyboard.

Depending on the options, the choices will display on the Renew Registration page.

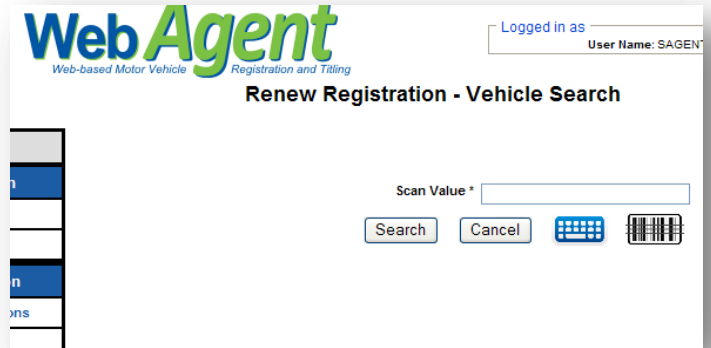The process for renewing registrations begins on the WebAgent Home page where you find the Actions menu.

Registration for both methods

Keyboard only page view

Step 1. Click "Renew Registrations". The Renew Registration – Vehicle Search page opens.

Step 2. Depending on the method your location uses, your options will be listed.

For Barcode Scanner - Scan the registration renewal receipt barcode. If the scan is successful it will populate the Scan Value window. Then click "Search".

Data Entry - Enter the license plate number and the last four numbers of the VIN. Click "Search".

Before the registration can be completed, WebAgent will automatically check three statewide systems for issues. These are the Registration and Titling System (RTS), the Internet Vehicle Title and Registration Service (IVTRS), and TexasSure to check for issues before returning the Vehicle Record.
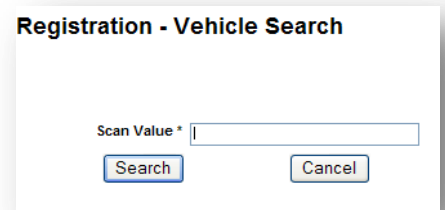

Scanner only page view

The vehicle record may display an error messages from one of these systems. The error message will determine your actions. See a complete listing of Error Messages in Section 13.

The most common error message will be "Validate Insurance Coverage." In this case, you must visually verify that the customer has proper proof of

Renew Registration - Vehicle Record

WILLIAMSON County Renewal

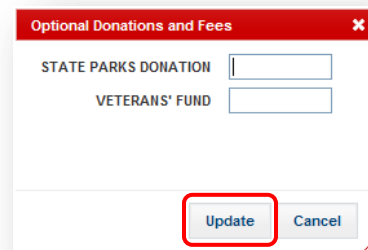| Vehicle Information		Fees Due	
Plate:	BW5T998	WINDSHIELD STICKER	50.75
VIN:	1GYEC63807R326012	REG FEE-DPS	1.00
Document Number:	03600040345111048	CNTY ROAD BRIDGE ADD-ON FEE	10.00
Model Year:	2007	CHILD SAFETY FUND	1.50
Make/Model:	CADI / ESC	AUTOMATION FEE	1.00
Expiration Date:	2 / 2012		
		Total	$64.25

Process and Print Sticker   Cancel   Optional Donations/Fees

Registration Renewal Vehicle Record

insurance. After verifying current coverage, click "Yes". Other error messages may indicate there are other issues that need to be resolved. In those cases the error message will instruct you on how to proceed.

Step 3. At the time of renewal optional donations can be made to the state parks or the Veterans' Fund. If so, click "Optional Donation Fees". A window opens to designate the amount(s).

Step 4. Enter amounts and click "Update". The Renew Registration - Vehicle Search Record will reflect the added donations. You will also see other fees such as mail-in fees listed.

Optional Donations and Fees

STATE PARKS DONATION [ ]

VETERANS' FUND [ ]

Update   Cancel
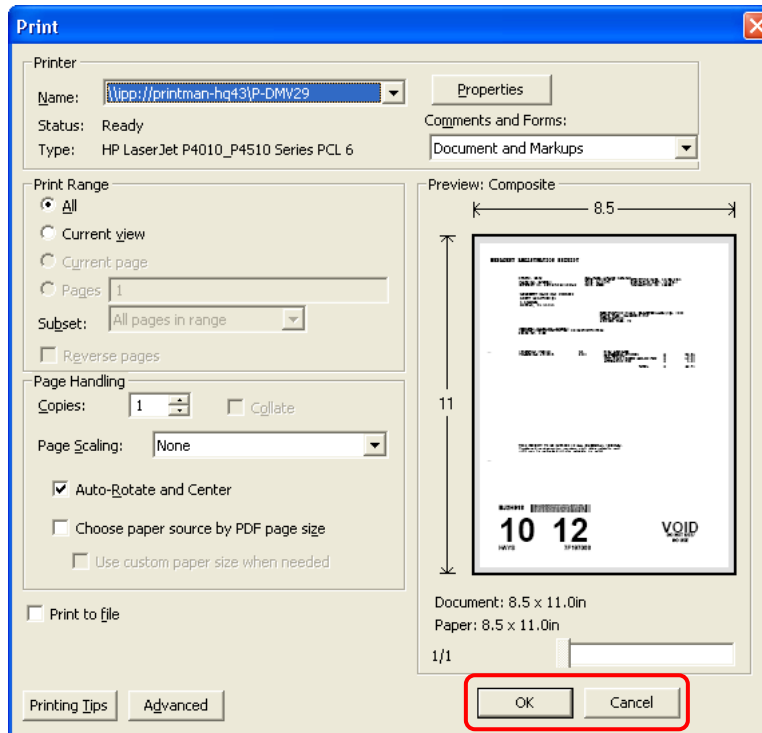
Renew Registration - Vehicle Record

WILLIAMSON County Renewal

Vehicle Information		Fees Due	
Plate:	BW5T998	WINDSHIELD STICKER	50.75
VIN:	1GYEC63807R326012	REG FEE-DPS	1.00
Document Number:	03600040345111048	CNTY ROAD BRIDGE ADD-ON FEE	10.00
Model Year:	2007	CHILD SAFETY FUND	1.50
Make/Model:	CADI / ESC	AUTOMATION FEE	1.00
Expiration Date:	2 / 2012	STATE PARKS DONATION	10.00
		VETERANS' FUND	10.00
		Total	$84.25

Process and Print Sticker   Cancel   Optional Donations/Fees

Registration Renewal Vehicle Record with donations

Step 5. To print the registration sticker and receipt, click "Process and Print Sticker".

Step 6. Click "Cancel" to return to the Vehicle Search page and process the next renewal or Click "Process and Print Sticker".

Adobe Print Box

The Adobe Print Box opens. Since the Print Command was selected in WebAgent, the renewal sticker is considered printed. The Cancel button in

the Adobe Print Box will not cancel the sticker, only the printing of the sticker.

Step 7. The next page is a Renewal Complete page to confirm the sticker was processed and printed, and the application is now ready to process the next Renewal Receipt.

Each time the Adobe Print Box opens whether you print the sticker or not, your count on the number of stickers printed increases. The batch will show the total number of stickers printed for this renewal. Here is the batch page detail showing the renewals in a batch.

Batch Detail Page

Job Aids - Registration Renewals
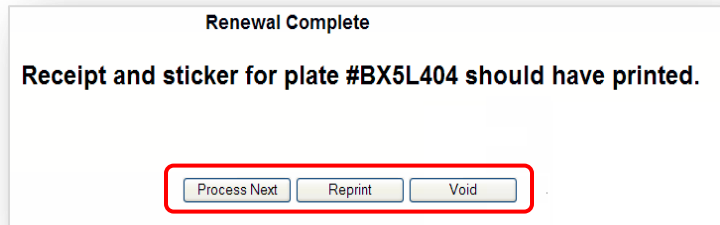
8 Reprinting and Voiding Registration Renewal Stickers

Users may need to reprint or void a registration receipt.

8.1 Reprinting and Voiding During Renewal Process

Authorized users can reprint or void a registration immediately after printing, before exiting the Renewal Complete page. If the user has access to these actions they will be on the Renewal Complete page. Follow the one step process by selecting your action.

If users need to reprint or void a renewal and do not have access to the actions, or have left the Renewal Complete page, the reprint or void can be done through batches.

Renewal Complete

Receipt and sticker for plate #BX5L404 should have printed.
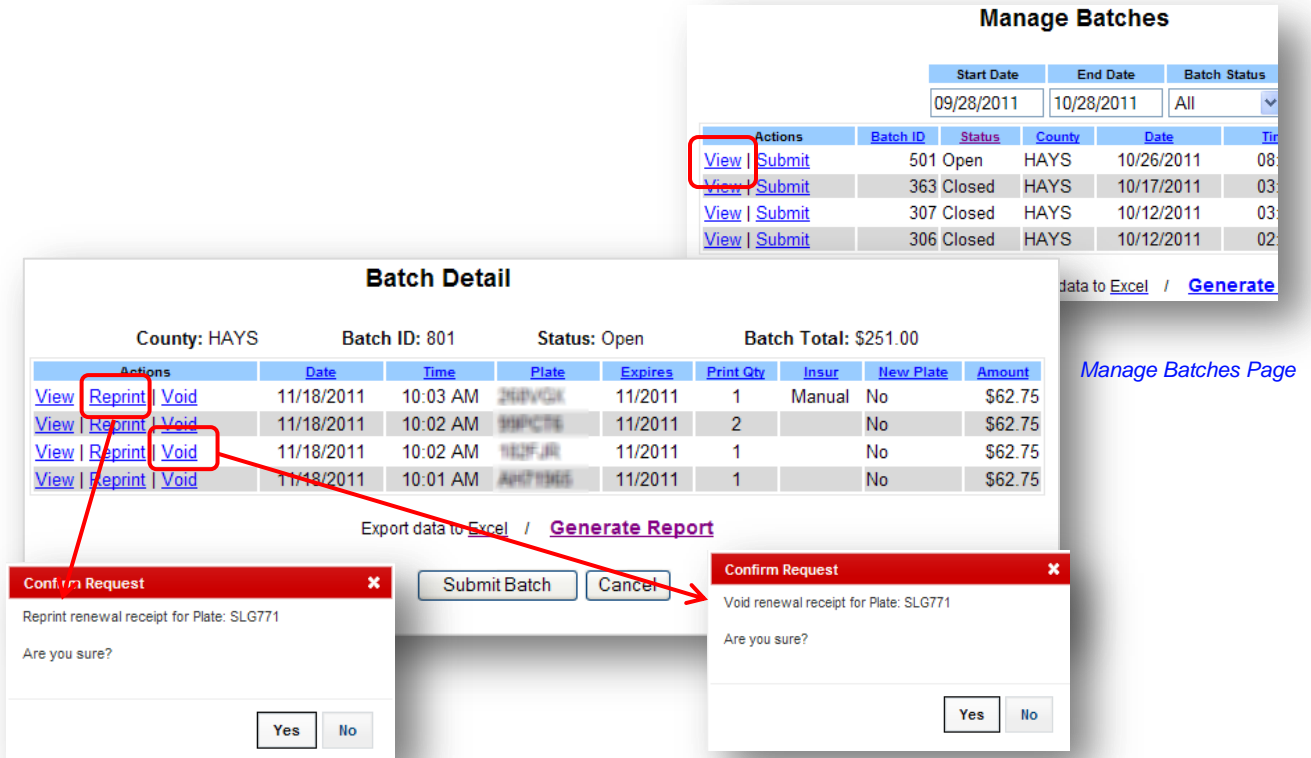
[Process Next] [Reprint] [Void]

Completed Processing Page

8.2 Reprinting and Voiding Renewals through Batches

Reprinting or voiding a registration can be performed by anyone with authorized access to submit batches. Renewals can be reprinted or voided in Open or Closed batches only. Batches in Submitted and Approved status are view only.

Step 1. Click "Manage Batches" from the Actions menu.

Manage Batches

		Start Date	End Date	Batch Status
		09/28/2011	10/28/2011	All

Actions	Batch ID	Status	County	Date	Tir
View | Submit	501	Open	HAYS	10/26/2011	08:
View | Submit	363	Closed	HAYS	10/17/2011	03:
View | Submit	307	Closed	HAYS	10/12/2011	03:
View | Submit	306	Closed	HAYS	10/12/2011	02:

data to Excel / **Generate**

Manage Batches Page

Batch Detail

County: HAYS   Batch ID: 801   Status: Open   Batch Total: $251.00

Actions	Date	Time	Plate	Expires	Print Qty	Insur	New Plate	Amount
View | Reprint | Void	11/18/2011	10:03 AM		11/2011	1	Manual	No	$62.75
View | Reprint | Void	11/18/2011	10:02 AM		11/2011	2		No	$62.75
View | Reprint | Void	11/18/2011	10:02 AM		11/2011	1		No	$62.75
View | Reprint | Void	11/18/2011	10:01 AM		11/2011	1		No	$62.75

Export data to Excel / **Generate Report**

Confirm Request ✕

Reprint renewal receipt for Plate: SLG771

Are you sure?

[Yes] [No]

Submit Batch   Cancel

Confirm Request ✕

Void renewal receipt for Plate: SLG771

Are you sure?

[Yes] [No]

Step 2. Click "View" on the appropriate batch to open the Batch Detail page.

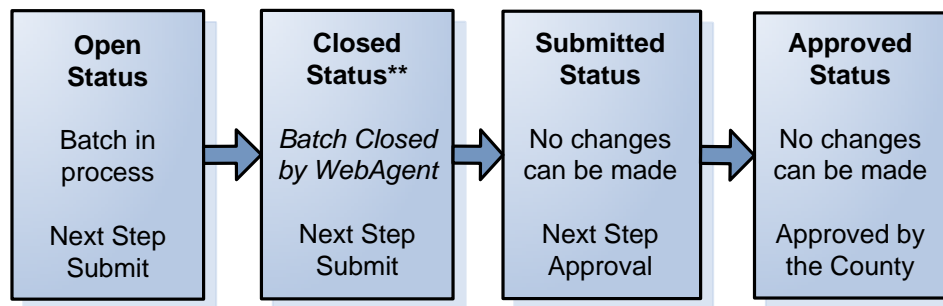Step 3. From the list of renewals in the batch, click "Reprint" or "Void" in the Actions column.

Step 4. Confirm your request by clicking "Yes". The process is completed.

Job Aids - Reprinting and Voiding Registration Renewals

9 Managing Batches

Batches progress through WebAgent beginning with the first registration renewal. The Agent Administrator and the County Administrator each manage part of the process. Batches can be processed and submitted at any time, and each batch is assigned a unique number for tracking and auditing purposes.

Open Status	Closed Status**	Submitted Status	Approved Status
Batch in process	*Batch Closed by WebAgent*	No changes can be made	No changes can be made
Next Step Submit	Next Step Submit	Next Step Approval	Approved by the County

Your County has established limits on the batches from your locations. When one of the pre-defined batch limits is reached, WebAgent will automatically close the batch and begin another batch with the next renewal. The location will then need to submit the batch for approval as it will not automatically submit.

**Closed Status only occurs when one of the batch limits is reached, and WebAgent closes the batch.
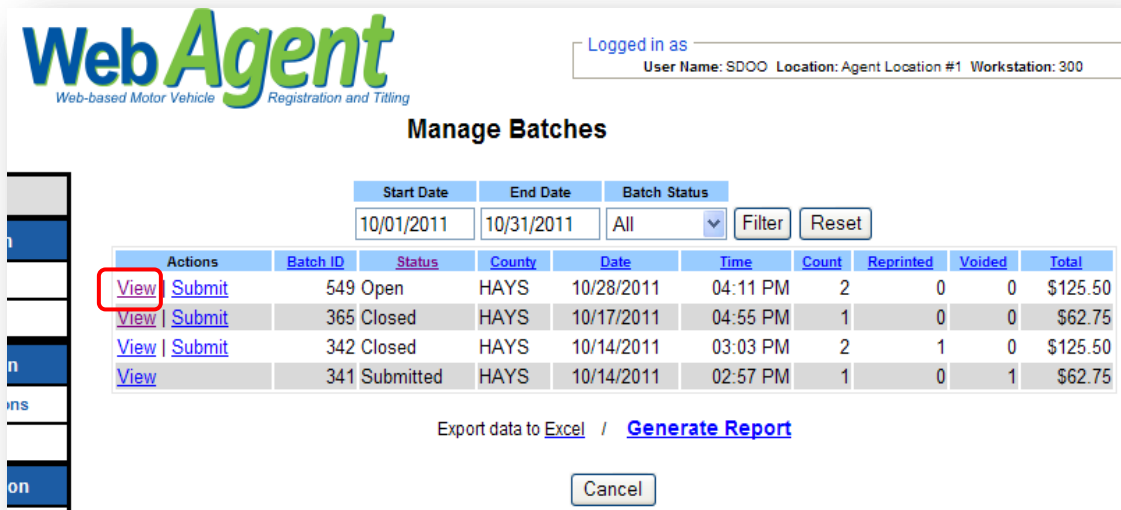
These limits are:

A.) Timing - the batch will be limited to the number of days within the batch. This is a range from one to seven days (1 being daily and 7 being weekly).

B.) Renewals - the batch will be limited to a maximum of 1,000 renewals.

The users' Authorized Actions will determine the actions they can perform within batches. Here is a list of all actions available in the separate batch stages.

Open Status ⟶ Submit batch, and view, reprint, or void renewals

Closed Status ⟶ Submit batch, and view, reprint, or void renewals

Submitted Status ⟶ View only, only County tax offices can make changes

Approved Status ⟶ View only, no changes can be made

10 Viewing Batches

To display the list of all available batches, select "Manage Batches" from the Actions menu on the Home page.

The Actions column lists actions that are available to you for each batch. The rest of the columns can be sorted in ascending or descending order.
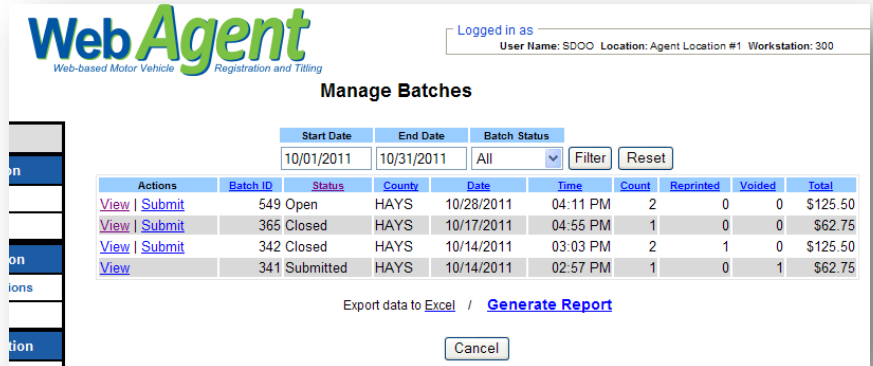
At the Manage Batches page you can filter by batch status or start and end date. When using the dates to filter for batches the date range cannot exceed 30 days. Click "Filter" to process your request. Approved batches will not display on the Manage Batches page when an administrator accesses WebAgent through RTS for the first view of batches in a session.

While on the Manage Batches page you can continue to view different levels of information within the batch. In other words, you can "drill down" through the information to get different levels of information detail. The process begins on the WebAgent Home page.

Level 1. Displays the list of batches for the agent.

Click "View" under the Actions column to open the Batch Detail page and see a list of renewals in the batch.

List of Batches on the Batch Detail Page

Level 2. Displays the list of renewals and high level details for each renewal in the batch and under the Actions column the actions available for each.

Click "View" on the Renewal to see the Motor Vehicle Record.

List of Batches on the Batch Detail Page

Level 3. Displays details of each renewal along with the available actions, including the vehicle information.

Motor Vehicle Record from Batch Detail

11 Approving Batches

To approve batches in WebAgent, you must enter WebAgent through RTS. In order for the user to access WebAgent through RTS, security rights will need to be updated.

Web Agent will only display batches noted as submitted if you access WebAgent through RTS.

11.1 Setting up WebAgent User Access in RTS

In order to give someone access to WebAgent in RTS follow the steps below.
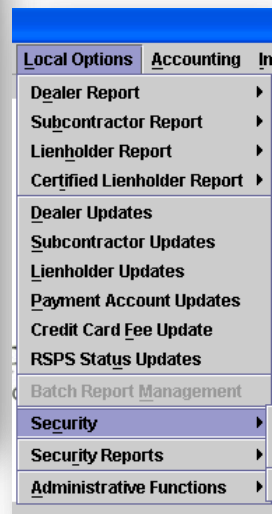
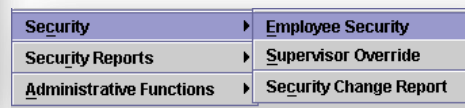Step 1. Access RTS and click "Local Options".

Step 2. Click on "Security".

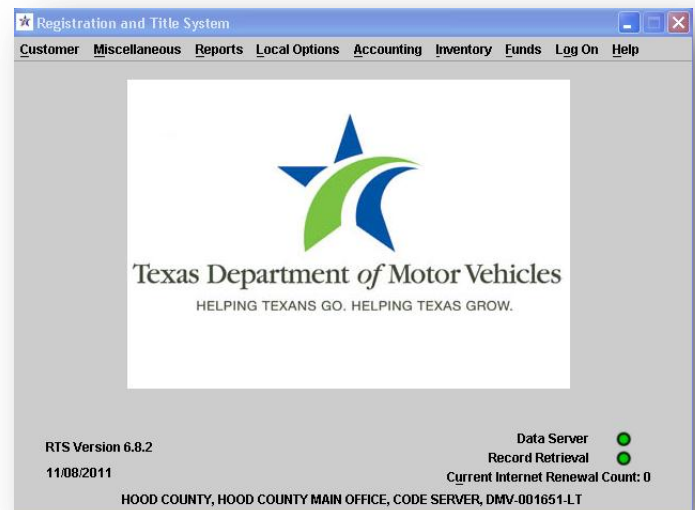Step 3. Click on "Employee Security".
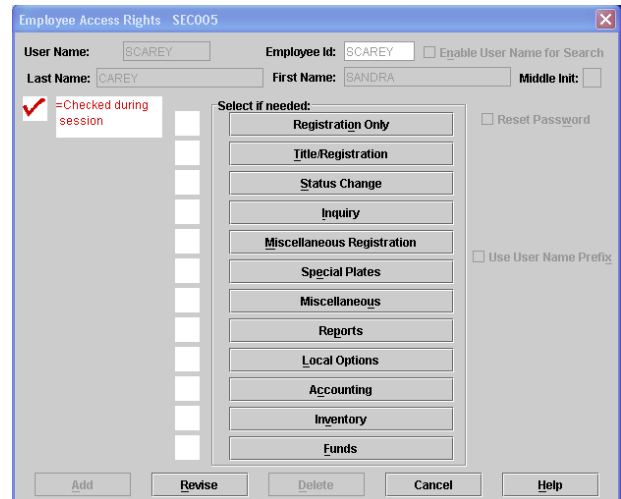

Step 1.

Step 2.

Step 3.

Step 4. On the Employee Access Rights Screen, click on the (Registration Only) box.

Step 5. Select 'WebAgent' and press enter. Click 'Revise' and confirm action.

In order for the changes to take effect you must log out of RTS and then log back in.

Employee Access Rights

11.2 Accessing WebAgent through RTS

Step 1. Access RTS, and click "Customer".

Step 2. From the Customer drop down click "Registration Only".

Step 3. Click "WebAgent".

Step 1.

Step 2.
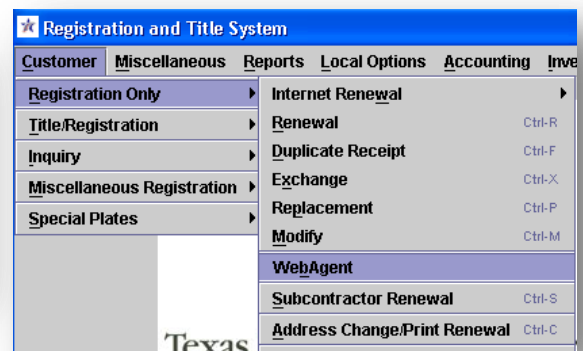
Step 3.
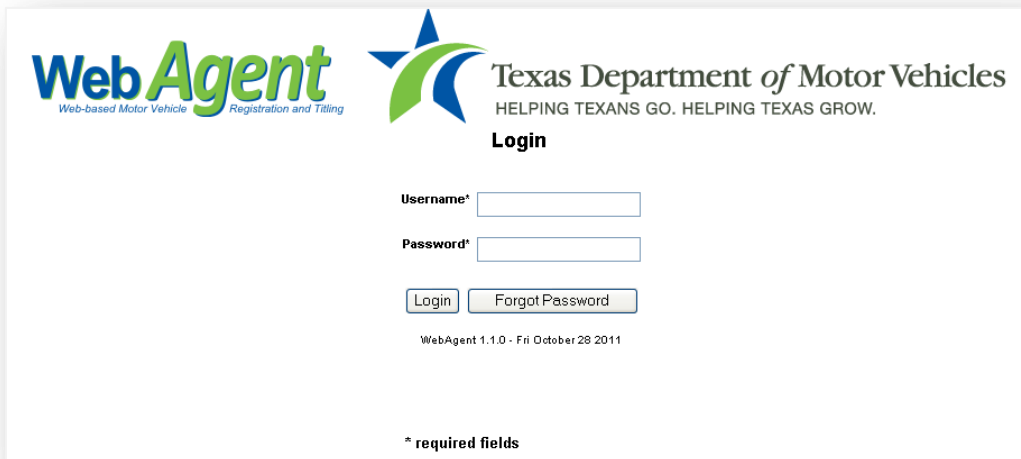
This will take you to the WebAgent Login page.

11.3 Viewing Batches in WebAgent

In order to view the batches ready for approval you must login through RTS. At the Login page use your WebAgent County Administrator Username and Password.

Step 1. Enter your Username and Password and click "Login".

WebAgent Login Page

Step 2. Click on your County "Administration" location. If you are assigned to more than the administration default location, you will be taken to the "Select the location to access" page. The location you select will be named in the "Logged in as" box on every page.

List of Locations where you are Administrator

Step 3. Select "Manage Batches" from the Actions List.

The Manage Batches page provides a lot of information. It will default to show all batches in all statuses.

Manage Batches

Logged in as
User Name: Location: Hays Administration   Workstation: 300

	Start Date	End Date	Batch Status	Location		
	10/10/2011	11/09/2011	All	All	Filter	Reset

Actions	Batch ID	Status	Date	Location Name	Count	Reprinted	Voided	Total
View	685	Open	11/09/2011	Hays TAC Internal Location	0	0	3	$0.00
View	684	Open	11/09/2011	Agent Location #9	1	3	3	$62.75
View | Approve	641	Submitted	11/07/2011	Hays TAC Internal Location	1	2	5	$42.00
View | Approve	601	Submitted	11/02/2011	Hays TAC Internal Location	1	1	1	$62.75
View	549	Open	10/28/2011	Agent Location #1	2	0	0	$125.50
View | Approve	501	Submitted	10/26/2011	Agent Location #5	1	0	0	$62.75
View	365	Closed	10/17/2011	Agent Location #1	1	0	0	$62.75
View | Approve	364	Submitted	10/17/2011	Hays TAC Internal Location	1	1	0	$62.75
View | Approve	363	Submitted	10/17/2011	Agent Location #5	1	1	0	$62.75
View | Approve	362	Submitted	10/17/2011	Agent Location #4	2	3	1	$125.50
View	342	Closed	10/14/2011	Agent Location #1	2	1	0	$125.50
View | Approve	341	Submitted	10/14/2011	Agent Location #1	1	0	1	$62.75

[First/Prev] 1 , 2 [Next/Last]
Export data to Excel / **Generate Report**

- Allowable Actions for the batches
- Batch ID# remains the same throughout the process
- Real-time status of batches in process
- Date batch submitted
- Name of Location assigned
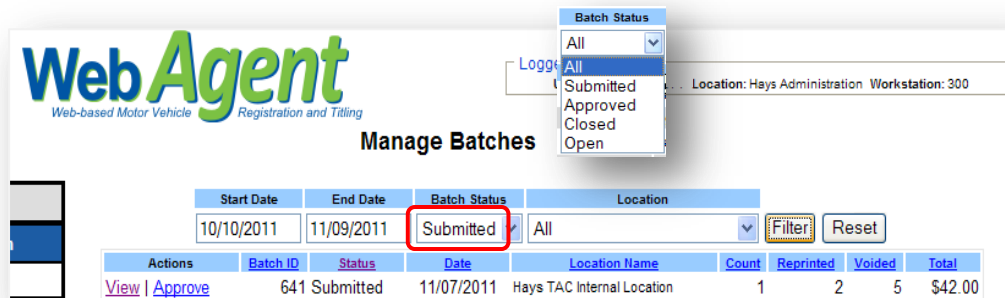- Accounting for all renewal stickers processed
- Total submitted with batch

11.4 Approving Batches

When approving submitted batches, there are two places within WebAgent to do approvals.

The first opportunity to approve begins on the Manage Batches page. This first option allows you to approve batches in fewer steps and takes place earlier in the process.

Step. 1. The Actions column lists the batch statuses including the batches ready for approval. Click "Approve" on the batch to approve.

Use the sort filters to narrow your list of batches, then sort the columns to see the batches you want to work with.

Manage Batches Page

The following example has been filtered for all Submitted batches within a 30 day period, and then the date column was sorted in descending date order.

Step 2. Confirm your request by clicking "Yes".

Batch Detail Page

Another opportunity to approve takes place on a more detailed level in batches.

Step 1. On the Manage Batches page under the Actions column click "View" on the batch.

Step 2. Each renewal within the batch can be reviewed. We covered the different levels of viewing in Section 7, Managing Batches. To approve a batch at this level click "Approve Batch" at the bottom of the page.

Step 3. You will receive a confirmation request with the batch information for reference. Click "Yes" to confirm the approval.

Batches marked ready for approval (Submitted) includes batches that were open when their locations were deleted. Upon deleting a Location all of their un-submitted batches were changed to Submitted status.

12 Reports

Access to different reports is based on the user's Authorized Actions. As the Administrator you can generate all reports. Users will need to have actions assigned to them based on reports they will need to produce. In order to generate reports on batches, the user will need access to batches. Section 2 contains the lists of Actions available and associated responsibilities.

Reports are in a PDF or Excel file format. PDF files should not be modified. The Excel reports can be printed in the Excel format, or extracted in a comma delimited (or tab delimited) file to use in another application.

The following is a list of reports available, along with examples of the report.

Report of Users – Administrator Only	List of users for their location (administrator only) • User name • First and last name • User type (administrator or user) • Authorizations
Batch Reports	Manage Batches • Batch ID • Status • Date and time stamp • Location name • Counts • Reprints • Voids • Totals Batch Detail • Date • Plate number • VIN

	- Expiration month and year - Print quantity - Insurance - Manual checks conducted - New plate issued? - Amount - Username - Totals

If you are using a previous version of Excel you may get a caution dialogue box stating the format is different. Earlier versions of Excel have the file extension of xls. More recent versions have xlsx. You will be advised that they may be different and see the question, "Do you want to open the file now?" Accept the message and click "Yes" to continue.

Microsoft Excel

⚠ The file you are trying to open, 'BatchList_1654642[1].xls', is in a different format than specified by the file extension. Verify that the file is not corrupted and is from a trusted source before opening the file. Do you want to open the file now?

[Yes]   [No]   [Help]

12.1 Manage Locations Report

12.2 Manage Users Report

12.3 Manage Batches Report

Batch Level Report

Batch Detail Report

13 Error Messages

The following list is a complete list of errors for WebAgent. As the County Administrator, you will see the actual error description which is indicated in all CAPS. Agents will see many of the same messages except where indicated in parenthesis with the word Agent - followed by the reworded message.

Example: The County Administrator will see the error message of "2301 NO RECORD FOUND". The agents will see this message: "2301 No record found. Please refer your customer to their local county tax office".

Error Message	Message:
2300	GENERAL WEBAGENT ERROR.
2301	NO RECORD FOUND. *(Agent - No record found. Please refer your customer to their local county tax office.)*
2302	MULTIPLE RECORDS. *(Agent - Please refer your customer to their local county tax office.)*
2303	LAST4VIN DOES NOT MATCH.
2304	RENEWAL FROM UNSUPPORTED COUNTY. *(Agent - Please refer your customer to their local county tax office.)*
2305	RENEWAL MUST BE SCANNED.
2306	RENEWAL TOO FAR IN ADVANCE.
2307	EXPIRED BEYOND ACCEPTABLE PERIOD. *(Agent - Please refer your customer to their local county tax office.)*
2308	HARD STOP EXISTS. *(Agent - Please refer your customer to their local county tax office.)*
2309	TRANSACTION IN PROCESS. *(Agent - Please refer your customer to their local county tax office.)*
2310	DOCTYPECD INELIGIBLE. *(Agent - Please refer your customer to their local county tax office.)*
2311	RENEWAL NOT AUTHORIZED. *(Agent - Please refer your customer to their local county tax office.)*
2312	GROSS WT GREATER THAN OR EQUAL TO 55000 LBS *(Agent - Please refer your customer to their local county tax office.)*
2313	REGCLASSCD NOT ELIGIBLE. *(Agent - Please refer your customer to their local county tax office.)*

2314	LOCATION NOT AUTHORIZED TO ISSUE INVENTORY. *(Agent - Please refer your customer to their local county tax office.)*
2315	ERROR GENERATING RENEWAL RECEIPT
2316	WEB AGENT SESSION ERROR. *(Agent - Please contact the Help Desk.)*
2317	WEB AGENT AUTHORIZATION FAILURE
2318	SESSION TIME OUT
2319	RENEWAL MUST BE ENTERED VIA KEYBOARD
2320	OVER 200 BATCH ROWS RETURNED. PLEASE REFINE SEARCH CRITERIA.
2321	WEB AGENT AUTHENTICATION ERROR. *(Agent - Authentication error, if you continue to have trouble logging in please contact the Help Desk.)*
2322	START AND END DATE ARE OVER 30 DAYS APART.
2323	INVALID RENEWAL LOOKUP REQUEST.
2324	AGENT SECURITY RECORD NOT FOUND. *(Agent - Please contact the Help Desk.)*
2325	NO WEB AGENCY AUTHORIZATION FOUND *(Agent - Please contact the Help Desk.)*
2326	AGENCY BATCH NOT FOUND. *(Agent - Batch Error. Please contact your Administrator.)*
2327	AGENCY BATCH HAS NO TRANSACTIONS. *(Agent -* Batch Error. Please contact your Administrator.*)*
2328	AGENCY BATCH NOT AVAILABLE FOR REQUEST. *(Agent - Batch Error. Please contact your Administrator.)*
2329	AGENT NOT FOUND. *(Agent - Please contact the Help Desk.)*
2330	INVALID OFFICE WORKSTATION DATA.
2331	RTS SECURITY NOT FOUND. *(Agent - Please refer your customer to their local county tax office.)*
2332	RTS APPROVAL NOT SUCCESSFUL *(Agent - Please contact the Help Desk.)*
2333	AGENCY NOT FOUND. *(Agent - Please contact your Administrator.)*
2334	INVALID WEB AGENT TRANSHDR. *(Agent - Please contact the Help Desk.)*
2335	WEB AGENT TRANSACTION NOT FOUND. *(Agent - Please contact your Administrator.)*
2336	WEB AGENT TRANSACTION NOT AVAILABLE TO VOID.
2337	ACCEPTED WEB AGENT TRANSACTION ALREADY EXISTS. *(Agent - This renewal has already been processed.)*
2340	WEB AGENT SESSION ERROR. *(Agent - Please contact the Help Desk.)*
2341	AUTH SERVER DOWN *(Agent - Please contact the Help Desk.)*
2342	EXPIRED PASSWORD
2343	CHALLENGE QUESTIONS ARE MISSING
2344	USER IS LOCKED OUT
2345	USERNAME AND PASSWORD ARE REQUIRED.
2346	AGENCY DELETED WITH UNSUBMITTED BATCHES. THE BATCHES ARE NOW MARKED AS SUBMITTED.

2347	RTS LOGIN INFO NOT FOUND IN LOG FUNCTION TRANS.
5000	IS NUMERIC.
5001	MUST BE NUMERIC
5002	USERNAME AND PASSWORD MUST BE ENTERED
5003	USERNAME MUST BE ENTERED
5004	PASSWORD MUST BE ENTERED
5005	NO AGENCY IS FOUND FOR THE USER ENTERED.
5006	PLEASE CHECK I ACCEPT OR PRESS THE CANCEL BUTTON
5007	PLEASE ENTER THE LICENSE PLATE NUMBER.
5008	PLEASE ENTER THE LAST FOUR CHARACTERS OF THE VIN.
5009	PLEASE SCAN THE RENEWAL NOTICE BARCODE.
5010	NOT ENOUGH DATA WAS SCANNED TO PERFORM A SEARCH. PLEASE RESCAN.
5011	THE INPUT METHOD USED IS NOT VALID.
5012	THIS RENEWAL HAS ALREADY BEEN PROCESSED.
5013	PLEASE SELECT THE RESPONSE FOR CITATION ISSUED QUESTION.
5014	EXPIRED LICENSE CITATION WAS ISSUED SO RENEWAL MAY NOT BE PROCESSED.
5015	PLEASE SELECT THE APPROPRIATE RESPONSE FOR VALID INSURANCE.
5016	CANNOT PROCESS RENEWAL WITHOUT PROOF OF INSURANCE.
5017	PLEASE SELECT AN AGENCY LOCATION AND PRESS CONTINUE.
5018	USER NAME OR FIRST AND LAST NAME MUST BE ENTERED TO SEARCH.
5019	AGENCY ID, NAME, OR ZIP CODE MUST BE ENTERED TO SEARCH.
5020	NO USER WAS FOUND FOR THE CRITERIA ENTERED
5021	FIRST NAME AND LAST NAME MUST BE ENTERED
5022	USER NAME MUST BE DIFFERENT THAN THE LOGGED IN USER NAME.
5023	MAXIMUM SUBMIT COUNT MUST BE LESS THAN OR EQUAL TO 1000.
5024	AGENT IS ALREADY ASSIGNED TO THIS LOCATION.
5025	LOCATION IS ALREADY ASSIGNED.
5026	NO LOCATION WAS FOUND FOR THE CRITERIA ENTERED.
5027	MAXIMUM SUBMIT DAYS MUST BE FROM 1 TO 7.
5028	PHONE NUMBER MUST BE 10 NUMERIC DIGITS.
5029	AT LEAST ONE ACTION FOR USER OR ADMINISTRATOR MUST BE SELECTED.
5030	THERE WAS A PROBLEM WITH THE {0} AS ENTERED, PLEASE RE-ENTER THE AMOUNT.
5031	THE {0} MUST BE LESS THAN $100,000; PLEASE RE-ENTER THE AMOUNT.
5032	THIS SYSTEM'S LAST CONNECTION WAS TO THE LOCATION: {0}.
5033	IF USER NAME IS ENTERED, THEN FIRST AND LAST NAME MUST BE BLANK.
5034	IF LOCATION ID IS ENTERED, THEN LOCATION NAME AND ZIP CODE MUST BE BLANK.

14 WebAgent FAQs

General Questions

Question: What is WebAgent?

Answer: The on-line application developed to replace the existing Remote Sticker Printing System (RSPS). The project is planned to include WebSub and WebDealer.

Question: What is WebSub?

Answer: The first of two planned projects that make up the WebAgent application. The present WebSub includes registration renewal functionality, and replaces the subcontractor version of RSPS. The future WebDealer will add new registration and titling functionality to WebAgent to replace the Dealer (DTA) version of RSPS and is currently in development.

Question: Will fees be charged to use WebAgent?

Answer: No

Question: What is an "Agent" in WebAgent?

Answer: A user of the WebAgent on-line application.

Question: What is the difference between an "Agent" location type and a "TAC" location type?

Answer: "Agent" is for the subcontractor locations (ie: HEB, Kroger's). "TAC" allows the County to have internal location(s) to process renewals in their office.

Question: Where do I send comments, enhancement requests and questions?

Answers: WebAgent@txdmv.gov

Question: The "Actions" menu on WebAgent is white, how do I correct this?

Answer: Press "Ctrl' + 'F5" on your keyboard to refresh the page.

Support Questions

Question: Who does the Agent (subcontractor) call for WebAgent support?

Answer: Same as today, the County Tax Office.

Question: Will TxDMV provide the equipment to use WebAgent?

Answer: No. WebAgent was designed to allow Agents to access it using their own equipment. To see software and hardware requirements, go to the WebAgent Actions menu. Under "Help", click "Support", and 'WebAgent System Requirements' will list the required components.

Printing Questions

Question: The Adobe pop-up window does not display.

Answer: Ensure Adobe Reader version 9 or higher has been downloaded. To install Adobe Reader, you can find a link on the WebAgent System Requirements document under Help on the Actions menu. You can also access Adobe at: http://get.adobe.com/reader/

Question: When can I reprint or void a renewal transaction?

Answer: Transactions can be reprinted or voided by Subcontractor Agents prior to submitting the batch. After the batch is submitted, only the County Tax Office can reprint or void. *Note: RTS user - Transactions can be voided after approval of batch and within the 48 hour void window (same rules apply as RTS).*

Batch Questions

Question: Why is a batch still open when the criteria for maximum number of days and maximum number of transactions have been reached?

Answer: Inactivity within the application is why the batch did not close. The batch will change to "Closed' status when another renewal is processed.

Question: What do you do with a batch that has only voided transaction(s)?

Answer: The Agent should submit the batch just as they do any batch.